

## **City of Fayetteville Water and Sewer Department Administration**

**ATTENTION** CITY OF FAYETTEVILLE WATER & SEWER DEPARTMENT CUSTOMERS:  
**EFFECTIVE SEPTEMBER 12, 2016**, CITY OF FAYETTEVILLE WILL BE MOVING TO A  
NEW SOFTWARE SYSTEM. WHAT IMPACT WILL THAT HAVE ON YOU AS A  
CUSTOMER?

- With the new billing software, Every City of Fayetteville customer has been assigned a new account number. If you pay through an online banking system, be sure to use your new account number
- With the new billing software, your utility bill will have a new look
- With the new billing software, you can receive your bill electronically. You will need to sign up for eBilling.
  - Why sign up for eBill?
    - § Save time and reduce clutter by viewing your bill online
    - § Store and view your bills online for up to 12 months
    - § Never forget a bill payment when you sign up for scheduled email alerts
    - § You have access to charts detailing water consumption, which are helpful in formulating conservation efforts.
  - Easily sign-up
    1. Go to our site at <https://billpay.fayetteville-ga.gov/esuite.utilities>
    2. Log on using your account number and name as they appear on your current bill
    3. Click on eBill Enrollment
    4. Enter your email address
    5. Choose your delivery preference. Select email and deselect paper
    6. Click on “ENROLL NOW”
- With the new billing software system, you can pay your bill with 5 basic options:
  1. Automatically pay with ACH – Sign up for our preauthorized automatic payment option, which allows for prompt payment directly from your checking or savings account each month on the date your bill is due.
  2. Online Payments – You may now pay your bill online with a debit or credit card. To sign in, go to <https://billpay.fayetteville-ga.gov/esuite.utilities> and log on with your account number and name as they appear on your NEW bill (your account number has changed with our new software). Click on the “Make a Payment” link in the Billing Status box, fill in the form, and click the “COMPLETE PAYMENT” button. Be sure to only click the button once!
  3. Mail – Payment stubs should be mailed in the envelope provided to: City of Fayetteville, Water & Sewer Department, 240 S. Glynn Street, Fayetteville, GA 30214.
  4. Drop box – You may use the drop box at our office at 240 S. Glynn Street, Fayetteville, GA 30214
  5. In Person – You may pay in person at our office at 240 S. Glynn Street, Fayetteville, GA 30214, Monday through Friday between 8 am and 5 pm.